

Date: 19th March 2026

Out of hours access for end of life and bereaved relatives

A reminder is in place for the out of hours access process for relatives of patients receiving end of life care and for bereaved families.

This process is in place to protect dignity and minimise distress during a highly sensitive time. It is important that teams apply the process consistently and provide clear, compassionate guidance to families.

When relatives are leaving the hospital out of hours, ward teams should contact Security on Ext. 2695 and the hospital coordinator on Ext. 2835 or 2845, or Bleep 2045 or 2845.

Staff should request that the main entrance is opened and that relatives are escorted by the security personnel on shift.

Families should not be directed to leave via the Emergency Department unless this is clinically necessary.

When relatives need to attend or re attend out of hours, staff should ask them to speak with the ward team before travelling where possible, confirm the appropriate access route and liaise with Security and the hospital coordinator to support entry via the designated route.

Support arrangements include a designated access route for end of life and bereaved relatives, Security staff and the hospital coordinator to assist, and ward teams providing clear and sensitive guidance throughout.

These steps help ensure families can reach and leave their loved ones safely, privately and with dignity.

Please share this information within your teams and ensure the process is followed consistently.